

<b>AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT</b>				1. CONTRACT ID CODE <div style="text-align: center;">J</div>		PAGE OF PAGES <div style="text-align: center;">1   37</div>	
2. AMENDMENT/MODIFICATION NO. <div style="text-align: center;">0003</div>		3. EFFECTIVE DATE <div style="text-align: center;">28-Sep-2016</div>		4. REQUISITION/PURCHASE REQ. NO. <div style="text-align: center;">N0016116RC07800A</div>		5. PROJECT NO.(If applicable)	
6. ISSUED BY NAVSUP FLC NORFOLK PHILADELPHIA OFFICE ATTN: NICHOLAS MILILLO 700 ROBBINS AVENUE, BLDG. 2B PHILADELPHIA PA 19111-5083		CODE <div style="text-align: center;">N00189</div>		7. ADMINISTERED BY (If other than item 6) <div style="text-align: center; font-weight: bold;">See Item 6</div>			
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)				X		9A. AMENDMENT OF SOLICITATION NO. N00189-16-R-Z070	
				X		9B. DATED (SEE ITEM 11) 31-Aug-2016	
						10A. MOD. OF CONTRACT/ORDER NO.	
						10B. DATED (SEE ITEM 13)	
CODE		FACILITY CODE					
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS							
<input checked="" type="checkbox"/> The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offer <input type="checkbox"/> is extended, <input checked="" type="checkbox"/> is not extended. Offer must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended by one of the following methods: (a) By completing Items 8 and 15, and returning <u>2</u> copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.							
12. ACCOUNTING AND APPROPRIATION DATA (If required)							
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS. IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.							
A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.							
B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(B).							
C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:							
D. OTHER (Specify type of modification and authority)							
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input type="checkbox"/> is required to sign this document and return _____ copies to the issuing office.							
14. DESCRIPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)  The reason for this amendment is to incorporate information from the Questions and Answers into the Performance Work Statement.							
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER (Type or print)				16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print)			
				TEL: _____ EMAIL: _____			
15B. CONTRACTOR/OFFEROR  _____ (Signature of person authorized to sign)		15C. DATE SIGNED		16B. UNITED STATES OF AMERICA  BY _____ (Signature of Contracting Officer)		16C. DATE SIGNED  28-Sep-2016	

## SECTION SF 30 BLOCK 14 CONTINUATION PAGE

**SUMMARY OF CHANGES**

## SECTION SF 1449 - CONTINUATION SHEET

The following have been modified:

ADDENDUM TO 52.212-1

Addendum to 52.212-1, Instructions of Offerors – Commercial Items

## I. GENERAL

In addition to instructions to offerors contained elsewhere in this solicitation, the following instructions are provided.

Initial proposals and any modifications thereto are to be submitted to the Contracting Officer on or before the closing date and time cited elsewhere in this Request for Proposals. Faxes, e-mails, and/or responses through NECO or any method other than Hard Copy format are not acceptable. **Delivery of responses shall be via United States Postal Service or Overnight Delivery Services only; no hand-delivery or courier delivery shall be accepted.**

Offerors shall submit their proposals in two separate volumes as follows:

Volume I	Non-price Proposal	Original and 2 copies (three (3) hard copies and one (1) digital copy on CD or DVD)
Volume II	Price/Cost Proposal	Original and 1 copy (two (2) hard copies and one digital copy on CD or DVD)

The hardcopy proposal takes precedence over the CD or DVD if there is a discrepancy. The CD or DVD shall use Microsoft Office Word and Excel to record its contents. All Excel files and cells shall be unlocked and any formulas used shall be clear.

In addition, offers consist of and shall include the following items as part of Volume II:

Solicitation cover sheet with appropriate blocks completed by the offeror

Solicitation pricing pages completed by the offeror

Acknowledgement of solicitation amendments pursuant to FAR 52.212-1 (if not previously acknowledged).

Representations and Certifications completed by the offeror in accordance with instructions contained elsewhere in this solicitation. If the offeror has completed all of the representations and certifications required by this solicitation in SAM in accordance with FAR 52.212-3 then the offeror need not submit the hardcopy Representations and Certifications.

Volume I            Non-price Proposal

This volume shall address Management and Past Performance and include all information required for proposal evaluation.

This volume of the proposal shall exclude any reference to the price/cost aspects of the proposal.

Each page of each copy should include the following legend:

Source Selection Information - See FAR 2.101 and 3.104

## Volume II Price Proposal

This volume shall include the completed solicitation documents and a complete and detailed price/cost breakdown with all supporting information. Each page of each copy should include the following legend:

Source Selection Information - See FAR 2.101 and 3.104

### IMPORTANT NOTES:

- (1) Offerors shall respond to all requirements of the solicitation document. Offerors are cautioned not to alter the solicitation.
- (2) In the event any person who is not a bona fide employee of the offeror participated in the creation, formulation, or writing of any portion of the proposal, a certificate to this effect shall be included in the proposal which shall be signed by an officer of the offeror. Such certificate shall identify the name of the person who is not a bona fide employee, that person's employment capacity, the name of the person's firm, the relationship of that firm to the offeror, and the portion of the proposal in which the person participated.

### II. REQUIREMENTS FOR PROPOSAL CONTENT

- (1) Any offeror who will be submitting CLASSIFIED data in its Non-price proposal shall first notify the Contracting Officer by contacting the point of contact in the solicitation. CLASSIFIED data that is forwarded as part of an offeror's proposal shall be housed in its own binder, separate from the unclassified portion.
- (2) Introduction and Purpose - This section specifies the format that offerors should use in proposals submitted in response to this solicitation. The intent is not to restrict the offerors in the manner in which they will perform their work but rather to ensure a certain degree of uniformity in the format of the proposals for evaluation purposes.
- (3) Each volume should contain the following items in addition to the other information required by this solicitation:

#### Cover:

The cover should indicate the following:

Title of the proposal  
Volume Number (I or II)  
Solicitation number  
Name and address of offeror  
Identification of original signature copies

Table of Contents:  
important elements  
tabs and dividers is encouraged.

The table of contents should provide detail sufficient to allow the  
to be easily located. The use of

- (4) Requirements for Style: Each offeror shall submit a proposal that clearly and concisely sets forth the contractor's response to the requirements of the solicitation. Unnecessary elaboration or other presentations beyond that sufficient to present a complete and effective proposal are not desired and may be construed as an indication of the offeror's lack of cost consciousness. Elaborate artwork, expensive paper or bindings, and expensive visual or other presentation aids are neither necessary nor desired. The proposal shall contain all the pertinent information in sufficient detail in the one area of the proposal where it contributes most critically to the discussion. When necessary, the offeror shall refer to the initial discussion and identify its location within its proposal.

- (5) Page Limitations

Volume I, "Non-price Proposal," is limited to a maximum of fifteen (15) pages in length inclusive of any charts, diagrams, and/or other graphics. Cover pages and tables of contents do not count towards the page limit, nor are they considered in the evaluation. Appendices shall not be included outside of the fifteen page limit. Appendices that expand beyond the first fifteen (15) pages of the proposal will not be evaluated. Each "page" is defined as one sheet, 8 ½ " x 11", with at least one inch margins on all sides, using a font with a point size of 12 or greater (e.g., "Times New Roman" style with 12 point font). Lines shall, at a minimum, be single-spaced. Pages shall be consecutively numbered. Multiple pages, double pages, two-sided pages, or foldouts will count as an equivalent number of 8 ½ " x 11" pages. The cover sheet, table of contents (not to exceed one page per volume), tabs, and dividers will not count toward the page limit. The one exception to the font size requirement shown above is that the "past performance information forms" may be completed with a point size of 10 or greater. Pages submitted in excess of the page limitations described above will not be evaluated.

Volume II, "Price/Cost Proposal," is not page limited, but should consist only of elements related to the Price/Cost proposal.

### III. PROPOSAL CONTENT

#### (1) Volume I – Non-price Proposal

The Non-price evaluation factors are listed below in descending order of importance with Management Approach being more important than Past Performance:

##### (a) Management Approach

The offeror shall provide in detail a Management Approach that will successfully accomplish the requirements of the solicitation, including the PWS. The approach should contain a narrative explaining the program management approach, techniques, or procedures to be utilized to accomplish the basic functions of planning, organizing, and controlling each food service program requirement for: serving and replenishing of food, management and administration, catering of special events, and cleaning and sanitation of equipment. The offeror should also describe any risks associated with the solicitation, including the PWS and any risks associated with implementation of the offeror's management approach; describe any techniques and actions to mitigate such risks; and explain whether the techniques and actions identified for risk mitigation have been successfully used by the offeror. The offeror should provide any other information it considers relevant to the solicitation.

##### (b) Past Performance

The offeror shall demonstrate relevant past performance. Relevant past performance is experience within the past five years that is the same as, or similar to, the scope and magnitude of the work described by this solicitation.

To demonstrate its past performance, the offeror shall identify up to two (2) of its most relevant contracts or efforts within the past five (5) years, and provide any other information the offeror considers relevant to the requirements of the solicitation. Offerors shall provide a detailed explanation demonstrating the relevance of the contracts or efforts to the requirements of the solicitation. If subcontractor experience is provided as part of the two (2) of its most relevant contracts or efforts, the subcontractor experience will be given weight relative to the scope and magnitude of the aspects of the work under the solicitation that the subcontractor is proposed to perform. Therefore, the offeror's proposal shall detail clearly the aspects of the work in the solicitation that the subcontractor is proposed to perform.

The past performance references will be evaluated in the aggregate in order to allow offerors who may not have the entire scope and magnitude of the requirement under one individual contract to still be considered acceptable if experience with the full scope and magnitude of the requirement can be demonstrated within the allotted number of references as described above.

The offeror should complete a "Past Performance Information Form" for each reference submitted. The form is an attachment to the solicitation. The forms will count toward the Volume I page limit previously described. For

additional information regarding a particular reference beyond that which will fit on the form, the offeror may continue onto another sheet of paper. Such continuation sheet(s) for submitted references will count toward the Volume I page limit.

The offeror should address its past performance in complying with requirements of the clauses at FAR 52.219-8, "Utilization of Small Business Concerns," and 52.219-9, "Small Business Subcontracting Plan."

## (2) Volume II – Price/Cost

Volume II shall include the completed solicitation and a price breakdown sufficient to establish compliance with the Service Contract Labor Standards, formerly the Service Contract Act, and the Collective Bargaining Agreement. THE PRICE BREAKDOWN WILL NOT BE USED TO PERFORM A PRICE REALISM ANALYSIS. The cost and pricing information shall be completed in accordance with the following:

(a) For proposal purposes, the following ratios of On-site (Contractor facility) and Off-site (Government facility) labor performance are established for all labor categories:

ON-SITE	OFF-SITE
0 %	100%

(b) Any and all subcontracts identified in the Non-price proposal shall be identified and priced in the price/cost proposal.

### PERFORMANCE WORK STATEMENT

#### PERFORMANCE WORK STATEMENT

#### MIDSHIPMEN FOOD SERVICES DIVISION

#### Performance Work Statement (PWS) for Wardroom Services

### General Information.

### References

- (a) NAVMED Publication P-5010-1, "Tri-Service Food Code".
- (b) USNAINST 1746.1, "Policy for Food Services Provided by the Midshipmen Food Service Division (MFSD)
- (c) COMDTMIDNINST 5400.6T, "Midshipmen Regulations Manual" Chapter 8
- (d) OPNAVINST 5530.14E, "Navy Physical Security and Law Enforcement Program"
- (e) USNAINST 5530.3, "Key and Lock Control Plan"
- (f) USNAINST 5510.8B, "Information and Personnel Security Program"
- (g) OPNAVINST 5100.23G, "Navy Safety and Occupational Health Program Manual"
- (h) USNAINST 5560.7, "Traffic and Parking Regulations"
- (i) USNAINST 5512.6, "Issue and Control of Non-Governmental Vehicle Registration Permits

### Purpose.

The purpose of this Statement of Work (SOW) is to describe the performance requirements for dining room services for the Midshipmen Food Service Division (MFSD), United States Naval Academy, Annapolis, Maryland. The unit of issue for this contract is "Month". A "month" is defined as one calendar month.

#### Scope of Work.

This work involves providing the managerial, administrative, supervisory, direct, and overhead personnel to perform wardroom dining room services and non-food preparation catering support at the United States Naval Academy (Midshipmen Food Service Division), Annapolis, Maryland, as delineated herein. The contractor shall provide a minimum of 72 full time equivalent (FTE) PERSONNEL to support this effort. A Full-Time Equivalent is defined as 1920 productive hours per year. This does not include special event staffing; see paragraph "Catering Service for Special Events." These services will be provided for approximately 4,500 midshipmen, plus supporting staff and approved guests. The service provider shall provide personnel, equipment, materials, supplies, and associated support needed, except as specified herein as government provided, to perform to the standards of this contract. The Service Provider shall adhere to the sanitation guidelines set forth in both Triservice Food Code and most current SERVSAFE publications (NAVMED supersedes any discrepancies). The baseline inventory of government provided equipment, supplies and of workload estimates are not projected to change by more than 10 percent over the course of this performance period.

#### Background.

Midshipmen Food Service Division serves over 12,000 meals daily on average. Many meals are mandatory and normally served family style. Optional meals are served buffet or rolling tray style. Weekends and holidays are normally served through the Servery (a food court type operation) with a few exceptions that are served buffet or rolling tray. MFSD's Cycle Menu is designed to provide each midshipman 3,600 well balanced calories daily. On average, over 1,100 gallons of milk and juice, two tons of meat, one ton of green vegetables, two tons of potatoes, 1,200 loaves of bread, and 720 pies or 300 gallons of ice cream are consumed daily. Food is stored in 12 refrigerators and 5 freezers. Twelve combi-ovens can bake ½ ton of French fries in an hour. The cook/chill plant can cook, bag, and chill in less than 45 minutes 400 gallons of soups, sauces, gravies, mashed potatoes and other food items that contain liquid that can be held under proper refrigeration for 14 days. Four steam-jacketed kettles can cook 320 gallons of soup at one time. After every meal, the scullery washes over 30,000 pieces of silverware, dishes, and glassware.

The midshipmen wardroom (King Hall) was named in tribute to Fleet Admiral Earnest J. King. The 5th and 6th wing sides of King Hall were built in the early 1900s. Its "new" wing, expanding toward the Chesapeake Bay and completing the "T" shape, was completed in 1953. Amassing 65,000 square feet, King Hall is almost the size of two football fields. King Hall seats 4,704 people at 392 tables of 12. Tables are assigned to company areas, and a squad is assigned its own table.

In addition to normal meals in King Hall a "diet" kitchen serves liquid meals after oral surgery or various other special diet meals to approximately 80 midshipmen per day.

#### Wardroom Service.

The Service Provider shall provide dining room services as defined herein.

#### Catering.

The Service Provider shall be prepared to provide wait staff for banquet dinners, buffets, receptions, picnics, dances, and other such special events. Ranging from coffee service for a dozen patrons to a Brigade dinner for more than 4500 patrons (catering requirements vary in scope and complexity). Most special events are held within MFSD facilities. TE-7 provides historical data of a typical year of special events.

#### Cleaning.

The Service Provider shall provide housekeeping services. This includes:

Housekeeping

Dishwashing

Servery Clean-up

Special Events Clean-up

\*dishwashing refers to normal washing of serving-ware (plates, cups, utensils, etc.), and preparation dishwashing (pots, pans, etc.).

#### Planning, Management, and Administration.

The Service Provider's key personnel shall provide the managerial oversight to meet contract requirements. The Service Provider's key personnel shall:

- Attend key meetings
- Ensure sanitary guidelines are followed.
- Collect customer feedback.
- Provide attendance data.
- Collect meal tickets.
- Provide scheduling services.
- Ensure table Management.
- Conduct training.
- Maintain a Sound and Security log.
- Meet with each new COR and review the SOW together, along with the Chief Military Monitor.

#### General Operating Conditions

#### Naval Academy Information.

Established in 1845, the Naval Academy is the undergraduate college for the Navy that prepares young men and women to become professional officers in the U.S. Navy and Marine Corps.

The Mission of the Naval Academy is:

*"To develop midshipmen morally, mentally and physically and to imbue them with the highest ideals of duty, honor and loyalty in order to graduate leaders who are dedicated to a career of naval service and have potential for future development in mind and character to assume the highest responsibilities of command, citizenship and government."*

The Naval Academy website may be accessed at <http://www.usna.edu/>

\* On average, academic year begins around 15 AUG, and ends around 23 MAY.

#### The Yard.

The Naval Academy campus is known as “The Yard”. The Yard includes the midshipmen dormitory, Bancroft Hall; the midshipmen dining hall, King Hall; academic buildings; staff buildings; athletic fields and facilities, and officer housing.

Naval Academy Organization.

#### Superintendent and Commandant.

The Superintendent is the most senior officer at the Naval Academy. The Superintendent is responsible to the Chief of Naval Operations for all aspects of the Naval Academy, including midshipmen, faculty, and staff. The Commandant of Midshipmen, the second most senior officer at the Naval Academy, is responsible for all issues pertaining to midshipmen, including food service.

#### Midshipmen Supply Department.

The Midshipmen Supply Officer (an O-6 Navy Captain and the senior Supply Corps Officer at USNA) is responsible to the Commandant of Midshipmen for all quality of life and service issues to include disbursing and food services relating to midshipmen and the Commandant’s budget.

#### Midshipmen Food Service Division.

The Midshipmen Food Service Director (MFSD) reports to the Head, Midshipmen Supply Department on the performance of Midshipmen Food Service Division. The MFSD will focus on strategic issues relevant to the feeding of midshipmen. The Service Provider shall be responsible for day-to-day operational feeding concerns. The mission and objective of MFSD may be found in reference (b).

#### Midshipmen Organization.

The Brigade of Midshipmen consists of all 4,500 midshipmen assigned to the Naval Academy. Its organizational units, from large to small, are 1 brigade, 2 regiments, 6 battalions, 30 companies, and platoons and squads within the companies. A squad is the smallest unit of military organization. First class (senior) midshipmen form the core leadership of the Brigade. Midshipmen report to a staff of officers and senior enlisted for overall authority. Reference (c) prescribes midshipmen regulations for conduct within King Hall.

#### Reporting Structure.

The Service Provider shall report all issues that may affect midshipmen feeding and morale to the COR, who at his own discretion may forward it via the chain of command to the Commandant of Midshipmen.

#### Schedule of Operations.

Midshipmen Food Services Division operates throughout the calendar year. The academic school year begins each year in August and ends in May with Commissioning Week. During the summer, Midshipmen Food Service Division provides meals for midshipmen in summer school and in summer military training programs, as well as for youth sports camps. The Service Provider shall provide service for three meals a day, seven days a week throughout the year, unless the dining hall is officially closed. The service provider will provide all table scheduling and daily paperwork to assign seating assignments for Midshipmen, guests, sports teams, VIPs and amounts of food trays required for service in the dining hall. Notes for payments by guests will be made as well as points of contact supplied to MFSD accounting. Historical data will be provided by MFSD.

#### Meal Hours.

The regular hours are subject to change due to various circumstances. The Service Provider will receive at least 24 hours notice prior to regular meal hour changes. All scheduled meal hours are subject to change at the discretion of the COR. The Service Provider may be required to provide meals at times other than the regularly scheduled times. These meals are part of the normal feeding routine.



\*Midshipmen may have anywhere from 15 to 45 minutes to eat.

#### Types of Meal Service.

The following definitions describe types of meal service that may occur in King Hall.

#### Mandatory Meals.

The entire Brigade (less approved absences) attends mandatory meals. Normally, a mandatory meal will occur following a military formation, and the Brigade will stream into the dining hall within a ten minute period. The Commandant of Midshipmen determines the number of mandatory meals for midshipmen. The current feeding plan is as follows:

	Breakfast	Lunch	Dinner
Sunday	Servery-(Avg 600 )	Servery (600 )	Rolling Tray (3,000)
Monday	Bridgade (4,500)	Brigade (4,500)	Rolling Tray (3,000)
Tuesday	Buffet (2,500)	Brigade (4,500)	Rolling Tray (3,000)
Wednesday	Bridgade (4,500)	Brigade (4,500)	Rolling Tray (3,000)
Thursday	Buffet (2,500)	Brigade (4,500)	Rolling Tray (3,000)
Friday	Buffet (2,500)	Brigade (4,500)	Servery (1,500)
Saturday	Servery (1,500)	Servery (1,200)	Servery (1,200)

All mandatory meals shall be served Tray Service. For mandatory meals, the Service Provider shall develop an assigned seating plan by company area, to be approved by the COR prior to the first mandatory meal of Plebe Summer and the Academic Year.

\*In the event that a holiday falls on a Monday, the Monday holiday meals will follow the Sunday schedule. In this same situation, Sunday's meals would look like a Saturday. All scheduled meal hours are subject to change at the discretion of the COR.

\*King Hall does not close.

#### Optional Meals.

Meals that are not mandatory for midshipmen are optional. Currently Sunday Breakfast, Lunch and Dinner, Saturday Breakfast, Lunch and Dinner, Tuesday Breakfast, Thursday Breakfast, Friday Breakfast, Monday-Friday Dinner are optional during the normal academic year. Optional meals are typically served through the Servery, buffet style or may be served rolling tray style from time to time. The Service Provider is encouraged to improve feeding methods, but all changes shall be approved in advance by the COR.

#### Tray Service.

Tray Service refers to family style feeding where the Service Provider will bring one tray to the table, and the table members will pass around. Tray service meals are usually mandatory but not always. Plebe Summer is always tray service. Sports teams, watch tables, and other midshipmen groups approved by the Commandant will require individual tray service outside of normal meal hours.

#### Open Seating/Rolling Tray.

In open seating situations, midshipmen will not sit in assigned seats, but will fill in at random. Open seating shall be served tray service. The Service Provider shall minimize empty seats. Open seating is likely to be scheduled by the

Government when meals are mandatory, yet the entire Brigade is not present (for example, when a portion of midshipmen have left after final exams). Rolling Tray is the same as Open Seating except that feeding begins at one end of the hall and seats are filled in from table to table working towards the other end of the hall.

#### Serving Buffet Style.

The Service Provider shall serve meals buffet service for breakfasts and during the summer months, specifically the end of May through the beginning of August. For buffet meals, midshipmen may come in at random within posted meal hours. This service typically applies to approximately 600 midshipmen and breakfasts. This does not apply to Plebes during Plebe Summer, or to sports teams which could be eating during the same hours. For buffet service, midshipmen will queue to get their food through a buffet line and then will fill into seating on a first-come, first-serve basis (rolling tray) style. The Service Provider will supply personnel who will assist in monitoring the flow of diners into their seats, in order to minimize the number of wasted seats at a table. Midshipmen are allowed to come back through the lines for second helpings. The Service Provider's predominant service requirements for buffet service will be food servers; however the Service Provider shall have attendants available to assist customers in the dining room, replenishing the buffet line/bars and for cleaning of and around the buffet lines as needed during the meal.

#### Servery.

The Servery is designed similar to a food court type operation you would find in a mall food court. Midshipmen pick up a tray at the entrance of the Servery and then go to one of eight stations where they are either served by the Service Provider or self-serve themselves. Once they have received their food they then return to the dining room to eat. One station is a Grab-N-Go station where the midshipmen may grab food to take outside of the facility to consume. The Service Provider shall provide sufficient personnel to support serving from buffet lines, assist replenishment of self-serve lines and for cleaning in and around buffet lines. The personnel will be responsible for sanitation requirements in the Servery common areas and also in King Hall. The Service Provider will remain responsible for King Hall table set up and bussing.

\* No matter what type of service is provided, all spills, dropped food and trash on floors during service will be picked up within five (5) minutes of taking place to prevent accidents.

#### Sports Team Tables and Pre-Meet Tables.

The Naval Academy Athletic Association (NAAA) requires additional tables for all meals served daily (Monday through Friday) for designated sports teams. Pre-Meet Tables are regularly occurring meals that are designated for sports teams that require additional dietary needs prior to sports competition. These tables are in a separate area of King Hall and the Service Provider shall be prepared to interact with an NAAA representative for the reservation and coordination of all Sports Tables and Pre-Meet meals at the discretion of the COR. There are regular instances where team tables and/or pre-meet tables require resetting during the course of a meal to create additional seating capacity within the designated team table area. Prescribed meal hours for pre-meet tables and team tables do vary somewhat from regular meal hours and precise requirements will be identified by the COR.

\* Included in Mess Attendant Services for Regular Meals Served in King Hall.

#### Patrons.

Only approved patrons may dine in King Hall. The Service Provider's customer service representative shall collect meal tickets from patrons and forward to the MFSD Accounting Office.

#### Wardroom Members.

All members of the wardroom may dine free of charge in King Hall and at Commandant approved special events, since their cost is covered within the midshipmen basic allowance for subsistence. Wardroom members include: U. S. Naval Academy midshipmen

Cadets from sister service academies (Air Force, Coast Guard, and West Point).

Visitors.

Visitors approved in advance by the Commandant may eat in King Hall or attend special events. Visitors shall pay the standard meal rate (cost of food plus surcharge if applicable). Visitors shall not have priority over midshipmen, and visitor seating shall not interfere with midshipmen seating. The Service Provider shall provide signs to identify tables set in the dining hall for special guests (e.g. Visiting sports teams). The Service Provider is responsible for collecting meal tickets from all guests and turning them over to the COR, or a designated representative assigned by the COR. The COR will brief the Service Provider regarding guests whom will be billed and or other special circumstances where the collecting of a meal ticket will not take place. If a guest does not have a meal ticket, take the guest's name and record his/her midshipman escort's name and alpha number and provide to the COR at the conclusion of the meal. Under no circumstances shall a contracted employee accept payment (cash, check, etc.) for a meal other than a meal ticket.

Employees.

Service Provider employees may not dine in King Hall during meal hours. The Service Provider shall develop a plan to allow for employee meals. No employee dining facility is available. The dining area tables in the wareroom area may be used between meals to consume meals.

Employee Conduct.

The Service Provider shall ensure that all employees conduct themselves in accordance with the laws and regulations of the Federal Government, the State of Maryland, and the U.S. Naval Academy. Employees in violation of any of these laws or regulations shall be promptly terminated from employment on this contract when directed by the Contracting Officer. Local Naval Academy regulations will be made available to the Service Provider upon request.

Alcohol and Illegal Drugs.

The use of alcoholic beverages or illegal drugs at the Naval Academy by Service Provider personnel is prohibited. Employees in violation of these regulations shall be promptly terminated from employment on this contract when directed by the Contracting Officer.

Loitering.

Service Provider employees shall not loiter in any food service area or other area on the Naval Academy. Employees shall promptly travel to and from the food service area. Scheduled work breaks shall take place only in areas designated by the COR.

Service Provider Management Guide.

The Service Provider shall have experience in managing and performing a large-scale, institutional, full food service operation, as described herein. This experience must have been gained as a result of the Service Provider being regularly engaged in the business of providing dining room service in an institutional food service facility.

Management.

The Service Provider shall manage the total work effort associated with all services required herein to ensure adequate and timely completion. The Service Provider shall be responsible to the Midshipmen Food Service Director via the COR. Service Provider management duties include, but are not limited to, planning, scheduling, report preparation, establishing and maintaining records, collecting meal tickets, forwarding any customer complaints to the Food Service Director via the COR, table management and quality control. The Service Provider shall provide an adequate staff of personnel with the necessary management expertise to ensure the performance

of the work in accordance with sound and efficient management practices that meet industry and Navy standards. The ultimate focus of the management team should be to not merely meet expectations, but to exceed them and make USNA the top service academy dining facility.

The Project Manager shall be working on-site a minimum of 40 hours per week. All positions are separate and full-time, non-collateral duties.

#### Project Manager.

The Project Manager is the single most important variable in the execution of this contract. The Project Manager shall be a proactive, forward-thinking achiever with a similar record of accomplishment. The Project Manager shall work closely with the COR in order to meet daily requirements. The Project Manager shall openly discuss recommendations for improvement.

The Service Provider shall provide a full-time, on-site Project Manager to oversee and coordinate the services described in this contract. The Project Manager shall be the Government's point-of-contact with the Service Provider and shall be authorized to act in the Service Provider's behalf on matters requiring immediate resolution. If the Project Manager must be absent, an individual shall be designated, in writing, to act for the Service Provider in his absence. In emergencies after business hours, the Project Manager, or an alternate designated in writing, shall arrive on-site within one-half hour, when requested by the COR or Midshipmen Food Service Director. This individual shall coordinate dining hall operations, including meal service set-up, meal service, and clean-up in King Hall.

#### Major Responsibilities.

- Oversee all aspects of personnel management including hiring, training, scheduling, and performance management.
- Manage labor, equipment, and supplies according to the contracted budget.
- Coordination of family style and cafeteria meal service for up to 4,500 midshipmen.
- Train, supervise, and schedule staff.
- Develop, recommend, and implement strategic planning for dining room.
- Maintains quality, presentation, selection and variety of dining services function
- Promote employee safe work practices and ensure compliance with sanitation standards.

#### Education/Experience.

Project Manager must be SERVSAFE Manager Certified. Other certifications, In order of preference, include:

- Bachelor's degree in food service management, business administration or a related field with 5 years of comparable institutional food service supervisory experience
- Associate's degree in food service management, business administration or a related field with 7 years of comparable institutional food service supervisory experience,
- IFSEA-International Food Service Executive Association certified.

#### Operations Manager.

The Operations Manager is directly responsible to the Project Manager for the overall operation and successful performance of the assigned Dining Facility for the assigned shift. Each shift Operations Manager is available to the government's Quality Assurance Inspectors. Each shift Operations Manager performs independent inspections daily to ensure his or her facility meets the standards of performance prior to inspections by the Quality Control Inspector; will act as Project Manager in his absences.

#### Major Responsibilities.

- Directly responsible to the Project Manager

- Act as Project Manager in his absence
- Coordinating operational aspects of pre-meal service setup, meal service and clean up
- Customer Service Manager
- Available to government representatives
- Provide services in the area of Technical Support
- Perform as Quality Control Inspectors when instructed
- On site for any and all meal services or whenever a union employee is assigned to work

Education/Experience.

- Proven organizational and planning skills as a supervisor or manager for catered events serving over 500 guests for a minimum of one (1) full year. This includes the planning and execution of receptions, parties, banquets and formal dinners.
- Knowledge and expertise in proper dining etiquette, e.g. French, Russian style service.
- Ability to delineate the differences of decorum required for formal and informal events and the ability to train the staff in the same.
- Experience feeding various VIP's, i.e. foreign dignitaries, politicians, senior government/executive personnel.

- Operational event knowledge (orchestrating setting up the event, breaking it down, cleaning up afterward, etc)
- Flexibility
- Creativity for visual presentation and decorative event themes.
- Professionalism. Expression of creativity and professionalism under pressure and within the given time constraints.
- Military catering experience a plus.
- Culinary certification a plus.
- SERVSAFE Manager Certified

#### Special Events Manager.

The Special Events Manager will be assigned to any special event requiring Contractor employee supervision. The Service Provider shall provide on-site Special Events manager who will schedule and supervise all special event services. The Special Events Manager shall attend all catered events where servers are provided. The Special Events Manager shall be coached by the Government to become familiar with each event.

#### Major Responsibilities.

- Oversee all aspects of special events in regards to managing/scheduling contract personnel, trains contract employees in service style, and performance management.
- Coordinate, plan, organize and direct all catering operations related to setup, service and cleanup for each event. Food production and delivery will be provided by the Government.
- Follow the direction and guidance of the Government's Banquet Manager and Food Service Manager.

#### Education/Experience.

- Proven organizational and planning skills as a supervisor or manager for catered events serving over 500 guests for a minimum of one (1) full year. This includes the planning and execution of receptions, parties, banquets and formal dinners.
- Knowledge and expertise in proper dining etiquette, e.g. French, Russian style service.
- Ability to delineate the differences of decorum required for formal and informal events and the ability to train the staff in the same.
- Experience feeding various VIP's, i.e. foreign dignitaries, politicians, senior government/executive personnel.
- Operational event knowledge (orchestrating setting up the event, breaking it down, cleaning up afterward, etc)
- Flexibility
- Creativity for visual presentation and decorative event themes.
- Professionalism. Expression of creativity and professionalism under pressure and within the given time constraints.
- Military catering experience a plus.
- Culinary certification a plus.
- SERVSAFE Manager Certified

#### Food Service Worker.

The Food Service Worker may be assigned to any of the various sections of the Midshipmen Food Service Division which include the: galley, bake shop, cook/chill production area, trash room or server. Work in each of these sections is unique to the functions accomplished. Detailing to any of these areas will be made with regard to manpower needs.

#### Major Responsibilities.

Responsibilities include making coffee, preparing fruits and vegetables by washing and peeling and/or trimming both by hand or machine, maintaining general cleanliness and sanitation of walls, floors, countertops and associated equipment in all food service spaces, collecting and transporting trash to a designated area, washing cooking and baking gear in the galley, Banquet Kitchen, and baking areas, maintaining cleanliness and sanitation of all mess gear cleaning equipment including mops, buckets, brooms, etc., transporting and loading hot carts with prepared food items, assisting in setting up individual servings of breads, condiments, desserts, etc., maintaining the cleanliness and sanitation of the pulper, garbage and trash containers, loading and unloading consumable supplies for the food service facility, operating food pulper machinery, and other duties as assigned by the supervisor. The contractor is responsible for cleaning and sanitizing cooking and baking gear as well as the pot/pan wash area in the galley. The service provider does not clean up after Government personnel in other galley spaces.

Sanitation Inspections.

In addition to evaluations of Service Provider performance by the COR, a Naval Medical authority (NAVMED) representative will also inspect for compliance with sanitation standards of reference (a). Defects will be reported to the COR for appropriate action. Sanitation discrepancies require correction and may be cause for shutdown of the facility until required sanitation standards are restored.

Quality Control Plan.

The Service Provider shall establish a quality control plan that shall be submitted to the COR on the first day of the Transition Phase. The Service Provider shall implement and adhere to the approved quality control plan throughout the duration of the contract performance period. The Service Provider shall provide the COR updates of the quality control program as changes occur. The program shall include, but is not limited to, the following:

- An inspection system covering all services required by this contract. It must specify the areas to be inspected on a scheduled or unscheduled basis, the frequency of inspection, and the individuals who will perform the inspections.
- A method to identify deficiencies in quality of services performed before the level of performance becomes unacceptable.
- A customer feedback will be forwarded to the Food Service Director, directly.
- Meal acceptability tracking program that will enable the galley to ascertain the popularity or acceptability of daily meals quickly and easily in order to make menu adjustments. The medium chosen by the Service Provider shall be easily accessed.
- Documentation. A file of all inspections conducted by the Service Provider and the corrective actions taken shall be maintained. This documentation shall be submitted to the Government for review daily.

Government Quality Assurance.

The Government will monitor the Service Provider's performance under this contract using quality assurance procedures delineated in the Quality Assurance Surveillance Plan (QASP).

Government Quality Assurance Surveillance Plan.

The purpose of the QASP is to ensure the Service Provider is maintaining a high level of performance and meeting all requirements of the contract. The QASP will incorporate a combination of approaches to achieve that end.

The Government will track performance as recorded by the Service Provider's quality control plan. Daily reports shall be submitted by the Service Provider to the COR that show all areas of operation inspected by the Service Provider on a daily and periodic basis, any deficiencies identified, corrective actions taken, and plans to prevent the deficiencies from occurring in the future. The findings of these reports will be recorded, compiled, and tracked by the Service Provider in order to provide historical data and allow for an analysis of changes and trends in the numbers and areas of deficiencies, as well as the identification of factors that may have contributed to deficiencies such as specific personnel, equipment, or procedures.

Additionally, the Government will implement its own quality control plan based on, but not limited to, the factors listed in the Performance Requirement Summary below. This method will incorporate daily and other periodic checklists as well as periodic random inspections. The Government will assess the effectiveness of the Service Provider's quality control system by comparing the Service Provider's findings to its own independent observations. A primary objective of Government Quality Assurance efforts will be to determine the effectiveness of the Service Provider's quality control system.

Finally, the Government will utilize any other surveillance method it deems necessary to assess Service Provider performance and adherence to contract requirements.



Government Quality Assurance Evaluators.

The Government's Quality Assurance Evaluators (QAE) will monitor the Service Provider's performance according to the QASP and report contractor performance to the COR on a daily basis. The QAEs will document all quality surveillance. They also will act as technical advisors to the Service Provider's supervisors and serve as present authority on matters of security and safety. Government QAEs will serve as liaisons and hosts for patrons and will often interface between Service Provider and "back-of-the-house" (Galley) personnel if required.

Performance Requirement Summary.

The purpose of the Performance Requirements Summary is to:

- List contract requirements (REQUIRED SERVICE) considered most crucial to acceptable contract performance.
- State in quantifiable terms, the standards (STANDARDS) by which Service Provider performance will be judged in crucial areas.
- State the acceptable quality level (AQL) for each requirement. Performance that does not meet the AQL threshold shall be considered unsatisfactory.
- Specify the quality assurance method of surveillance (MOS) the Government will use to evaluate the Service Provider's performance in meeting the contract requirements.

Performance Requirement Summary Sheet.

	Required Service	Standard	Monthly AQL	MOS
A	Sanitation and Cleanliness	All related areas shall be clean and sanitary according to the SOW to include but not limited to: -Personnel Hygiene -Housekeeping (carpet, floors, windows, chairs, etc.) -Food Service Equipment (Scullery etc.) -Tableware (Plates, cups, silverware etc.)	100% 95% 95% 95%	Random Inspection
B	Meal Setting and Wardroom Meal Service	Meal Setting- Tables set properly according to the SOW and prior to the scheduled meal time. Wardroom Service- Patrons served within time limits and personnel are available on station during meal hours.	98% 100%	Random Inspection
C	Government Property and Inventory	As described in the SOW	99.5%	Review of contractor-submitted reports versus physical inventory
D	Required Reports	All reports and plans submitted to the COR as specified in the SOW	100%	Checklist

E	Presence of Service Provider Management	As described in the SOW	100%	Checklist
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\*MOS: Method of surveillance (Details of random inspection procedures will be provided to the contractor during the transition phase.)

\*AQL: Acceptable quality level: Indicates the minimum acceptable performance level required for contractual compliance. For instance, a 95% AQL indicates that defects greater than 5% will be viewed as unacceptable performance.

#### Defect Recording.

When defects are discovered, they will be annotated on the daily performance inspection sheet used by the QAE and COR. The inspection sheet will be initialed by the Service Provider when the QAE brings defects to his or her attention. Daily defects will be consolidated on a monthly tally sheet, which will be used to compare Service Provider performance to the AQL in each area of performance. The monthly tally sheet will be initialed by the Service Provider at the end of each month and used as documentation regarding performance.

#### Unacceptable Performance.

Unacceptable performance is that which exhibits more defects than allowed by the AQL for a given period (one month, unless otherwise noted). If the performance in any specific performance requirement is determined by the Government as unacceptable and clearly the fault of the Service Provider, proper documentation will be forwarded via the COR to the Contracting Officer for appropriate action. Additionally, the Service provider may then be required, at the request of the COR, to complete a written report within two (2) working days, explaining each incident of unacceptable performance, why performance was unacceptable, how performance will be returned to acceptable levels, and how recurrence of the problem will be prevented in the future. Persistent non-compliance to Government requirements will be documented by the COR and forwarded to the Contracting Officer for immediate resolution.

#### Safety and Security Plan.

The Service Provider shall submit a Safety and Security Plan, which adheres to references (d), (e), and (f), to the COR on the first day of the Transition Phase. All spaces shall be secured at close of operations and when not in use. For the dining room, a daily checklist will be signed and submitted to the COR at the end of each day. All storerooms or spaces containing equipment shall be secured with appropriate locks. The Service Provider's key control plan shall indicate all keys on hand, keys issued, to whom, date and time such keys were issued and returned, as well as signatures and telephone numbers of persons drawing or returning security keys. The Project Manager shall be the key custodian. The Project Manager shall notify the COR when keys to government facilities are lost. In case of theft of GPE or subsistence, the Service Provider shall notify the COR, who will notify Naval Academy base police.

#### Employee Background Check.

All Service Provider employees must obtain a DoD issued Common Access Card (CAC). Registration information can be obtained on line at [www.cac.mil](http://www.cac.mil). All contracted employees at every level will be required to pass a complete background check consisting of a criminal history check and a sex offender registry check to be used solely for employment-related purposes.

Employment will be contingent on the receipt and evaluation of the background check report. Additional reports may be requested during the course of employment as well.

#### Accident/Injury Reporting.

The Service Provider shall adhere to reference (g). The Service Provider shall notify the COR in writing upon any major job-related employee injury, accident or hospitalization. The written description of the incident should be detailed enough to describe the incident in full.

Property Plan.

The Service Provider shall be responsible for safeguarding all Government property provided for Service Provider use. The Service Provider shall establish and implement a method of accounting for all keys issued by the Government. The Service Provider shall report any loss of keys to the COR immediately after discovery. The Service Provider shall be responsible for all costs for replacement or re-keying of locks and keys under the Service Provider's control. The Government may replace or re-key locks at their discretion, but will notify the Service Provider in advance.

Medical Record Maintenance Plan.

The Service Provider shall maintain medical records for each employee and shall update records within one week of any change. The Service Provider shall keep employee medical records on-site and make those records available for review, when requested by the COR. The Service Provider shall submit a copy of the medical record maintenance plan to the COR on the first day of the Transition Phase. Physical exams and records are the responsibility of the Service Provider.

Service Provider Operational Guide.

Emergency Power Outages or Equipment Failures.

The Service Provider shall notify the COR immediately, in the event of unscheduled power outages, gas or steam shutdowns, equipment failures, or similar events that may result in the loss or contamination of food, or impair the Service Provider's ability to perform IAW requirements of this contract.

#### Service Provider Offices.

The Service Provider shall maintain administrative offices within MFSD spaces.

#### Personnel.

The Service Provider shall furnish sufficient supervisory, administrative, and direct labor personnel to accomplish all work required. All contract personnel shall be fluent in English. The Service Provider shall provide personnel with the training and experience to perform the work described herein. The work force shall be adequately supervised at all times. Due to potential conflicts of interest, the Service Provider shall not employ active duty military personnel.

#### Physical Examinations.

All Service Provider employees who handle food shall be examined by a licensed physician prior to work start date and at least annually thereafter. The Service Provider shall bear the cost of these examinations. These physical examinations shall be sufficiently comprehensive to detect acute or chronic diseases, including a test for tuberculosis. Personnel who have been absent due to illness for three consecutive days or more, or absent for thirty (30) consecutive days or more regardless of the reason, shall undergo a physical examination before returning to work. Reports of physical examinations shall be entered into the medical records of Service Provider personnel and may be reviewed by the COR upon request.

#### Personal Hygiene.

Service Provider personnel shall maintain the grooming standards described in reference (a). Service Provider personnel shall always be subject to inspection and physical examination by Government medical authorities to ensure proper sanitary standards. Employees found unfit to perform their duties shall be promptly removed from the work site and replaced.

#### Identification Badges.

All Service Provider employees shall wear identification badges issued by DoD. Additionally, the Service Provider shall provide nametags to all personnel. Minimally, the badges shall display the company's name and the employee's first and last name. Identification badges worn by the project manager and all supervisors shall indicate their job title.

#### Uniforms.

The Service Provider shall provide personnel with uniforms and head coverings that comply with reference (a). All uniform styles and colors are subject to the approval of the Midshipmen Food Service Director, prior to Service Provider use. Any deviation from the type and color of uniforms as specified herein shall be approved by the COR prior to implementation. Employees shall wear their uniform at all times while on duty. Uniforms shall be changed daily. Uniforms shall be kept free of stains and wrinkles. Seams, zippers, and buttons shall be in proper repair at all times. Uniforms shall be free of commercial advertising, except they may denote the name of the Service Provider's company. All laundry of uniforms shall be professionally cleaned.

#### Vehicle Operation.

Service Provider personnel must comply with all base guidelines regarding vehicle use and parking, set forth in reference (h). In order to operate a private vehicle on the Naval Academy grounds, Service Provider personnel

must be registered with base security. Once the vehicle is registered, Pass and Tag Office will issue a decal that must be placed on the vehicle as per reference (i). Any employee operating a vehicle, for work or for personal use, must be properly licensed.

Service Provider Personnel Meals.

Service Provider personnel shall not consume or remove subsistence items from the dining facility without proper authorization. Service Provider personnel who are observed eating Government subsistence or snacking at any time shall be required to pay for a meal at the current meal rate. No personal food items shall be kept in Navy owned storage areas.

Emergency Medical Treatment.

Government provided medical service is not available to Service Provider personnel.

Essential Personnel Requirements.

All MFSD contract employees are considered essential USNA personnel who must report to work, no matter what the weather conditions are. In cases of inclement weather, such as a blizzard, the full Brigade of Midshipmen will still require food service. It is the Service Provider's responsibility to ensure he has a full work force at all times. The Service Provider shall develop a plan for ensuring all employees show up for work during such inclement weather conditions and shall be available to the Government upon request.

Scheduled Cleaning Plan.

The Service Provider shall submit a cleaning schedule for the dining facility. This cleaning schedule shall reflect the frequency that all tasks are to be performed. Cleaning schedules shall be maintained by the Service Provider and shall be available to the Government upon request.

Training Plan.

The government will provide a list of training topics and electronic material that must be covered over a long range schedule. The Service Provider shall submit a Training Plan that follows at a minimum, the topics provided by the government. This Training Plan must be presented to the COR on the first day of the Transition Phase. All Service Provider employees shall be competent in the skills required under this contract. The Service Provider shall provide supplementary training as necessary to maintain skill levels. Quarterly training plans will be presented to the COR. Training topics include Information Assurance/Cyber Awareness for the managers that use Navy IT equipment, Active Shooter training, DON EEO/Diversity/Anti-Harrasment training, Combatting Trafficking in Persons, Safety topics as required from USNA Safety Officer and OSHA (i.e. Electrical Safety, Fall Prevention), and annual sanitation training. Should not exceed 8 hours per person annually.

Sanitation Training.

The Service Provider shall ensure that all employees are trained in Food Sanitation. Certification must be provided by SERVSAFE or other industry standards approved by NAVMED. In addition to this requirement, a 4-hour re-fresher training course must be administered annually in accordance with NAVMED. SERVSAFE Certificates will be available for viewing when requested by the COR. ALL EMPLOYEES WILL BE CERTIFIED either as managers or handlers. Certification is only valid for three years vice the industry standard of five years. Four hour refresher training must be conducted annually. Training may be given in the Chesapeake Room. Training will be offered to Government employees at a cost for materials only (receipts/records available for audits).

Fire Safety Training.

The Service Provider shall comply with all fire safety regulations and provide employees with basic fire safety training. The Service Provider shall react to any fire drills or evacuations.

Other Training.

The Service Provider shall ensure that all employees are provided regular training in the areas of safety, occupational awareness, and employment in accordance with state, federal, local, and Navy requirements.

#### Training Records.

The Service Provider shall maintain on-site records of the training received by each employee. These records shall be available for COR review upon request. The Service Provider shall submit a copy of the training plan to the COR on the first day of the Transition Phase.

#### Reporting Requirements.

The Service Provider shall provide reports as described below.

#### Daily/Weekly/Monthly Reports.

The Service Provider shall submit the following to the COR on a daily, or meal, basis (COR adjust requirements to each report as needed):

- Collected Meal tickets
- Reports of King Hall attendance. Include at a minimum: Total empty seats per table. Needs to be broken down by Company and table number.
- Table schedule predictions/ reports.
- Report of customer complaints or issues in King Hall
- Copies of meal evaluations
- Meal acceptability reports
- Daily sound/security checklist
- Weekly ice machine sanitizing reports
- Monthly mess gear inventories
- Monthly updates of the cleaning plan per the Quarterly cleaning plan
- Monthly updates of the training plan per the Quarterly training plan

#### Quarterly Reports.

The Service Provider shall submit the following to the COR on a quarterly basis (COR adjust requirements to each report as needed):

- A list of all Service Provider employees and their positions
- Upcoming Training Plan for the next 3 months to include personnel scheduled for training
- Last Quarters Training Plan with names of personnel that completed training
- Cleaning Plan for next 3 months
- Cleaning Plan for last 3 months showing completed areas

#### Special Events Reporting.

The Service Provider shall submit an employee time sheet for each event to the COR within two working days following completion of an event. Time sheets shall specify names of workers, event start and end times, hours worked per person, memo number, and date.

#### Environmental Requirements.

The Service Provider shall follow all federal, state, local, and Naval Academy environmental requirements. More specific guidelines are set forth below.

#### Hazardous Materials.

The Service Provider shall maintain two copies of inventory and Material Safety Data Sheets for ALL hazardous material used needed in the performance of the contract to include all hazardous material issued by MSFD. All

hazardous material will be stored with secondary containment and kept covered while on Navy property, in accordance with the Naval Academy's Storm Water Pollution Prevention Plan. In the event of a hazardous material spill the Service Provider shall be responsible for clean up, waste removal of the hazardous material and reporting to appropriate authorities.

#### Hazardous Waste.

Hazardous waste generated by the Service Provider shall be disposed of using a hauler/treatment/storage/disposal facility approved by USNA's Environmental Division, Public Works Department. Hazardous waste manifests must be signed by the USNA Environmental Division only. In order to minimize waiting times, the Service Provider shall contact the COR at least 24 hours in advance to arrange for signing of manifests. All hazardous waste containers shall be labeled with the following information: generator name, address and EPA ID number; EPA waste number; and accumulation start date. Information may be put on a weatherproof label or directly on the drum.

#### Storm Water/Waste Water.

The Service Provider shall not discharge any waste water into storm drains or sanitary sewers without prior approval of the Environmental Division, Public Works Department. The Service Provider shall ensure all required sediment and erosion control measures are installed and checked weekly or after a rain event.

#### Contract Turnover.

Following the contract award, the prospective Service Provider must make Management Personnel available for a transition period 30 days prior to the contract start date. The government will allow all other contract employees to access the work site 15 days prior to contract start date. The Contractor shall include any costs associated with this Transition Period into the fixed price and will not be reimbursed separately for any associated transition costs. Furthermore, resumes for all management personnel shall be submitted to the COR for review 25 days prior to contract start date. Any perceived non-compliance in meeting the education/experience requirements stipulated for these positions shall be submitted by the COR to the Contracting Officer who will, in turn, assure contractor compliance.

The Contractor will receive, during the thirty working days prior to the start of contract performance, assistance from current MFSD personnel, from the current wardroom contractor, and from the COR to accomplish a joint facilities turnover inspection, equipment testing, and inventory. The Contractor shall, during the last thirty working days of this contract, permit personnel of the successor Contractor access to the terminal to observe its operation. The Contractor shall, during the last fifteen working days of the contract, assist the incoming Contractor and the COR to accomplish a joint facilities turnover inspection, equipment testing, and inventory.

#### Government Provided Items and Services.

The Government will provide the equipment, supplies, facilities, information, and services as specified herein. Government provided items shall be used only in the performance of the functions and tasks required in this contract. The Service Provider shall return the equipment and facilities to the Government in the same condition as received, normal wear and tear excepted, on the contract termination date. Any equipment or facilities damaged by Service Provider negligence shall be repaired or replaced at the Service Provider's expense. If equipment, supplies, facilities, information, and services that should have been provided by the Government, as specified herein, are not available to the Service Provider, the COR will be notified. The Government will equitably adjust the hours of operation or contract price, in accordance with the procedures provided for in the Changes clause. Title to all Government-owned facilities and equipment used by the Service Provider, and all supplies and subsistence issued to the Service Provider, shall remain with the Government.

\*Government will provide all cleaning supplies necessary, including items such as dishwashing/cleaning chemicals and soaps, as well as disposable supplies such as paper products.



Government Provided Equipment.

The Government will provide the Service Provider with the equipment required to perform on the contract starting date. The Government reserves the right to add and or replace equipment periodically, at its sole discretion, to improve the appearance of the food service areas or improve food service operations. The Government may consider an equipment alteration within the meaning of the clause in this contract entitled "Changes". The Service Provider will implement a Preventative Maintenance Program for all Government Provided Equipment. The Service Provider shall bear the cost of all repairs and preventive maintenance on supplied equipment. No GPE shall be taken off the Yard without written permission from the COR.

Accountability.

The Service Provider shall be directly responsible and accountable for all GPE upon delivery into its custody or control. The Service Provider shall establish and maintain a system to control, protect, preserve, and maintain all government property. This property control system shall be submitted to the Contracting Officer not later than 14 days prior to contract start date. The system will be reviewed and approved in writing by the COR. The Service Provider shall maintain an automated database of all government provided equipment in its possession. If the Government removes or replaces equipment in Service Provider possession the Service Provider shall maintain paperwork which will prove relief from responsibility.

Audits.

The Government may audit the Service Provider's property control system. The COR will provide 24 hour advance written notification to the Service Provider prior to an audit. The Service Provider shall make all such records and related correspondence available to the Government when directed.

Initial Inventory.

At contract start date, the Service Provider and the Government shall jointly determine the number and condition of all items of Government Provided Equipment to include the serial number and or model number. The initial inventory will be conducted jointly by the Service Provider and the Government. The COR and the Service Provider must each certify the initial inventory when each believes the initial inventory to be true, accurate, and correct.

Monthly Inventory.

Each month an inventory will be conducted jointly by the Service Provider and a QAE. This inventory will be on all GPE within the dining hall in regards to service. Plates, forks, spoons, cups... need to be accounted for. This is to determine usage rates and initiate ordering of new equipment. The inventory list will be supplied by the COR.

Idle or Undocumented Equipment.

The Service Provider shall report to the COR all cases where GPE is no longer required in the performance of the contract, and the COR will direct procedures to remove the excess equipment. The Service Provider shall also report to the COR any GPE not listed on the existing contract inventory.

Contract Completion/Termination Inventory.

Upon contract completion or termination, the Government and the Service Provider shall conduct a joint inventory of all GPE. The Service Provider shall turn over to the Government identical types and quantities of all items initially inventoried at contract start date. The Service Provider shall reimburse the Government for all inventory discrepancies from the initial inventory.

Liability.

Any GPE provided under the terms of this contract that cannot be located by the Service Provider shall be determined to have been lost. If the Contracting Officer determines that the Service Provider is responsible and liable for the loss under the terms of this contract, the current acquisition cost of the equipment shall be deducted from the next contract invoice.

#### Replacement of Government Provided Equipment.

The Government may replace GPE with new or upgraded equipment at its discretion. The Service Provider shall be responsible for all maintenance of all replacement equipment. The Service Provider shall be required to provide input and/or research the purchase of new or replacement property. All new or replacement property purchases must be approved by the COR. The Service Provider shall maintain current equipment replacement records for the dining facility, to include equipment nomenclature, model number, serial number, age, and condition. These changes shall be documented in writing. Both the Service Provider and the Government shall maintain copies of these changes.

#### Loss of or Damage to Government Provided Equipment.

The Service Provider shall immediately notify the COR upon discovery of any loss or damage to GPE not due to the Service Provider's fault or negligence. The Service Provider shall investigate and report to the COR such cases of loss, damage, or destruction of GPE as soon as the facts become known. The Contracting Officer shall determine liability for the lost, damaged, or destroyed GPE, and written documentation of this shall serve as the Service Provider's relief from responsibility.

#### Leased/Rental Equipment.

The Service Provider is responsible for the maintenance and repair of any equipment, which may be leased by the Government and provided to the Service Provider.

#### Government Provided Supplies.

On the contract start date, the Government will provide the Service Provider the expendable and non-expendable supplies listed herein. Listed items are a representative record of supplies used in the course of normal operations, but it does not guarantee an item to be in stock.

#### Government Provided Facilities.

The Government will provide the Service Provider with necessary facilities to conduct daily operations. Areas of responsibility include: King Hall, King's Court (Servery) , 2 restrooms/locker rooms, 2 contractor offices, Ice Room/Wareroom, Dishwashing Room (scullery), 2 pantry areas, Banquet Facilities and 4 associated restrooms, hallways and closets in Banquet areas. The Government reserves the right to alter the structures and utility delivery systems from time to time in order to improve the appearance or operations of the facilities, within the meaning of the "Changes" clause of this contract. The Service Provider shall not alter any facility structure or utility delivery system without the written permission of the Government. The Government will be responsible for facilities engineering support of Government Provided Facilities. The Service Provider shall develop a method of reporting facility discrepancies to the Government via the COR. Once reported, the Government will be responsible for timely repair.

\*The contractor staff office is a 12'x12' space with a 10'x6' reception area. It is located in a wing of King Hall. The contractor will provide all furniture.

\*The 2 pantry areas shall be cleaned after special events in those areas.

#### Description of MFSD Spaces.

Midshipmen Food Services Division is attached to Bancroft Hall, the midshipmen dormitory. MFSD spaces include King Hall, the 65,000 square foot dining hall, King's Court (Servery) off of the west wing of King Hall, the galley,

offices, reefers and storage spaces, as well the Chesapeake and Severn banquet rooms. A renovation was completed on the back-of-the-house spaces in August 2011. The King's Court (Serving) was completed in August 2011 and placed into operation in September 2011 as a weekend food court. A renovation of the banquet rooms was completed in June 1999. A renovation of King Hall started in 2006 and was completed in April 2008.

\*4 entryways are used for entrance into King Hall for meal periods.

#### Government Provided Information.

The Government will assist the Service Provider in obtaining necessary information to meet requirements on contract start date and to forecast for the upcoming month.

#### Information Sites.

The Government will assist the Service Provider in gauging how USNA events are likely to impact midshipmen feeding. The Service Provider shall remain abreast and knowledgeable of activities taking place on the Yard which may impact midshipmen feeding. The Government will provide the Service Provider with a Naval Academy electronic mail account, which the Service Provider shall use to monitor customer feedback and to receive operational or administrative guidance from the Government.

#### Organizational Points of Contact.

The Service Provider shall typically receive meal planning information from attendance at routine or event-specific meetings, from MFSD memos, or directly from the COR, however the Service Provider shall be prepared to interact with various USNA individuals and/or departments, at the discretion of the COR, in order to address any planning issues that require further coordination. These departments include, but are not limited to: the Brigade Supply Officer, a midshipman appointed for a one semester term, for issues concerning the Brigade of midshipmen; the USNA Operations Office for high level information concerning midshipmen activities (e.g. picnics, pep rallies, traveling groups); the Naval Academy Special Events Office for information concerning VIP guests and other visitors who will dine in King Hall; the aides of the Commandant and Superintendent for details concerning their own receptions; the Naval Academy Athletic Association (NAAA) for issues concerning sports team feeding requirements; and the command chaplain for issues concerning special religious feeding requirements. This list of organizations is representative of MFSD's most common customers, but is not all-inclusive.

#### Government Provided Services.

The Government will provide the services described below to facilitate the Service Provider's performance.

#### Facility Maintenance.

The Government will provide maintenance and repair services for the structure and related heating, ventilation, air conditioning, plumbing, sewage, local area network, and electrical systems. The Service Provider shall bear the expense for repair of any damage, beyond normal wear and tear, caused by Service Provider personnel. The Service Provider shall notify the COR in writing when obvious building alterations, repairs, or maintenance are required.

#### Utilities.

The Government will provide the Service Provider with electricity, water, and sewer within the existing delivery systems for those utilities. The Government will provide telephone service within the main office complex only. The Service Provider must bear the expense of additional telephone lines. Utilities shall only be utilized for performance of work under this contract. Service Provider personnel shall take all actions necessary to ensure proper conservation of utilities.

#### Refuse and Recycling Collection.

The Government will collect refuse and recycling six days a week from the courtyard containers. The Service Provider will be responsible for calling appropriate divisions at USNA to remove items for recycling.

#### Pest Control.

The Government will provide pest control treatments; however, the Service Provider shall conduct operations in a sanitary manner to prevent attractions of insects, vermin and rodents. The Service Provider shall notify the COR when emergency pest control service is necessary. The Government will notify the Service Provider twenty-four hours in advance of routine pest control applications. The Service Provider shall prepare the food service areas to prevent contamination or damage from such chemical applications. As a minimum, the Service Provider shall remove all food items, food-serving equipment, and utensils from the area being sprayed. Upon completion of pest control services, the Service Provider shall then sanitize all food service equipment that was exposed to insecticide spray or fumes.

#### Training.

The Service Provider will provide SERVSAFE sanitation and basic fire prevention training to all contract employees. Sanitation training will also be provided to Gov't employees for cost of materials only. A training schedule must be presented to the COR on a quarterly basis. Training should normally be held during off periods such as weekends, or Winter/Spring/Summer break.

#### Bulb Replacement.

The Government will replace all burnt-out light bulbs and fluorescent tubes throughout assigned spaces. The Service Provider shall notify the Government on a work request form/email whenever lighting replacements are needed.

#### Laundry Service for Linens and Uniforms.

The government shall provide all tablecloths, cloth napkins and other linens required for wardroom or catering service. These linens shall be laundered through the Naval Academy laundry facility, at the government's expense. The Service Provider will be responsible for ensuring linens are picked up/delivered in a timely manner. The Service Provider does not transport the linens. Linens should be stored in a manner that prevents damage and mildew.

#### Service Provider Provided Items and Services.

The Service Provider shall provide all items required for contract performance that are not defined as Government Provided.

#### Specific Feeding Requirements.

The following section defines the tasks required in support of feeding Midshipmen. This ranges from regular meals in King Hall to special catered events which play into Brigade morale, spirit, athletic and training objectives of Midshipmen.

#### Wardroom Service.

The Service Provider shall be responsible for dining room operations. The Service Provider shall staff dining hall attendants for all meals. Appropriate supervision shall be on site in the dining hall at all times. The Service Provider shall set the tables, serve the food, clean the tables, tableware, galley scullery dishware, and clean the dining hall. The Service Provider shall adhere to all current sanitation standards.

#### Servery Service.

The Servery is designed similar to a food court type operation you would find in a mall food court. Midshipmen pick up a tray at the entrance of the Servery and then go to one of eight stations where they are either served by

the Service Provider or “self-serve” themselves. Once they have received their food they then return to the dining room to eat. One station is a Grab-N-Go station where the midshipmen may grab food to take outside of the facility to consume. The Service Provider shall provide sufficient personnel to support serving from buffet lines, assist replenishment of self-serve lines and for cleaning of and around buffet lines. The personnel will be responsible for sanitation requirements in the Servery common areas and in King Hall. The Service Provider will remain responsible for King Hall table set up and bussing.

#### Table Settings.

All utilized tables within King Hall shall look identical. The COR may direct the Service Provider to change/move tables for various meals and events. The edges of all tables shall be in alignment. The Service Provider shall set tables with tablecloths at all mandatory meals if requested by the COR. Tablecloths are not required for optional meals. Tables shall normally be set with twelve (12) place settings each but this will be directed by the COR. A place setting includes a tablecloth, paper placement, plate, a glass, a napkin, and a fork, knife, and spoon. The Service Provider shall set each table with all condiments and accessories (desserts, drinks, salads...) before each scheduled serving period. The Service Provider shall set out serving utensils for each item passed family style. Table settings shall be completed one hour prior to the commencement of the scheduled meal with the exception of cold items. Cold drinks, milk, ice cream... will not be set out more than 30 minutes prior to the meal.

#### Condiments.

All condiments on tables shall display a uniform and symmetric appearance in order of height with tallest condiments lined up closest to the Anchor (podium) and shortest condiments closest to exit doors. Labels shall face outward toward the ends of the tables (center isle). The Service Provider shall maintain cleanliness in condiment receptacles and on individual condiment containers. Cleaning of condiments will be performed at least once per day or more if needed. There will also be a condiment station set up in designated areas where individual size condiments will be made available. The Service Provider is responsible for the stations replenishment and cleanliness. The COR has the option to change the type of condiments on each table if necessary.

#### Cereal/Fruit/Protein Stations.

There are designated fruit, cold cereal and protein stations that are set up in designated areas throughout King Hall. The Service Provider will be provided roll-able carts, with all items. The Service Provider is required for their placement, replenishment and cleanliness in King Hall.

#### Beverages.

The Service Provider shall pre-set beverages on tables as determined by the menu. Water shall be set on the table for all meals. Three water pitchers shall be pre-set per table during academic year. Four pitchers shall be set for the plebe regiment during plebe summer. There are coffee stations set up for all meals. These coffee stations are set up in designated areas and the Service Provider is responsible for their cleanliness and replenishment of cups, condiments, cream/milk, hot water, cocoa, hot cereal (seasonal).

#### Serving Meals.

The Service Provider's dining room service responsibilities differ depending on whether the meal is served tray, rolling tray, Servery or buffet service.

#### Tray Service.

The Service Provider shall serve all mandatory meals tray service. For tray service, the Service Provider shall deliver a tray holding several food containers to the table where the patrons will remove the food containers and pass them "family style". One tray shall serve twelve persons. The Service Provider shall be prepared to serve “extra rations” if requested by the Government. Each tray shall hold containers of the hot main entree and all hot side

dishes. Some cold items may be pre-set to speed service time to the customer. The Service Provider shall serve seconds, either initially or by follow-up service. The Government will provide electric hot carts, for transport of food to tables. The Service Provider shall serve all food items at safe temperatures, per applicable federal, state, local, and Navy Regulations. Hot food shall be served at a minimum temperature of 140°F or above. Cold food shall be served at a maximum temperature of 40°F or below.

#### Delivery of Trays to Respective Tables.

The Service Provider shall serve all tables within 5 minutes of the announcement "Brigade, seats." or within 5 minutes from being told by the COR or Military Monitor to deliver trays. Midshipmen will remove individual food containers from trays. The Service Provider shall not leave trays on the tables.

- \* Each cart will hold 22 trays.

#### Return of Hot Food Carts.

If utilized, the Service Provider shall return hot food carts to pantry areas once distribution of trays is complete. Carts will be emptied of food and cleaned after the meal. Amounts of unused food will be reported to the Galley Supervisor to assist with future planning of meal rations.

- \*Currently 60 hot carts will be supplied to the service provider.

- \*The service provider is responsible for cleaning the outside of hot foods carts.

#### Follow-Up Service.

Following initial tray service and after the return of hot food carts, dining room attendants shall provide continuing service to patrons. Wardroom members may request seconds. Indication of need in King Hall is demonstrated by a midshipman raising the desired item. For instance, a raised empty water pitcher represents the table's need for water. Individual patrons shall be approached within thirty seconds of their service signal, or within thirty seconds after completion of providing additional service for other patrons. Actual availability of main food items will be determined by the COR or his/her representative.

#### Serving Buffet Style.

The Service Provider shall serve meals buffet service if specified by the COR. For buffet meals, midshipmen will come in at random within the posted meal hours. For buffet service, midshipmen will queue to get their food through a buffet line and then will fill into seating on a first-come, first-serve basis (rolling tray style). The Service Provider will supply personnel who will assist in monitoring the flow of diners into their seats, in order to minimize the number of wasted seats at a table. Midshipmen are allowed to come back through the lines for second helpings. The Service Provider's predominant service requirements for buffet service will be food servers; however the Service Provider shall have attendants available to assist customers in the dining room, replenishing the buffet line/bars and for cleaning in and around the buffet lines as needed during the meal.

- \* No matter what type of service is provided, all spills, dropped food and trash on the floors during service will be picked up within five (5) minutes of taking place to prevent accidents.

#### Setting-up Buffet Serving Lines.

The Service Provider shall open between one and six buffet lines, depending on flow. The Service Provider will maintain mobile steam tables, chill tables and other related items. Any special food bars are in addition to the regular food lines and may or may not require a server. For buffet lunch and dinner, the Service Provider shall provide one mobile self-service salad bar per wing. Set-up shall be complete and lines shall open for patron service not later than the scheduled start of each meal period. Food on serving lines shall be covered until the serving line opens, then garnished before being served. The Service Provider shall remove all food from serving lines, to include food bars, upon conclusion of a meal and will be responsible for cleaning all mobile and stationary buffet lines.

Staffing and Service Requirements for Buffet Lines.

The Service Provider shall provide sufficient buffet lines and staffing to serve patrons at the minimum rate of ten (10) patrons per minute per serving line. No patron shall wait in line longer than five minutes. The Service Provider will be responsible for replenishing the lines at all times. Food provided by the Government. Servers shall be courteous, professional and shall present a helpful attitude toward each patron. The Service Provider shall permit only employees whose uniforms are clean, neat and complete to serve food. The Service Provider shall check temperatures throughout the meal to ensure food remains within SAFE temperature ranges. Hot foods shall remain hot (above 140dg), and cold foods shall remain cold (below 40dg or frozen if required). The Service Provider shall keep all buffet lines clean throughout the meal.

Servery.

The Servery is designed similar to a food court type operation you would find in a mall food court. Midshipmen pick up a tray at the entrance of the Servery and then go to one of eight stations where they are either served the Service Provider or serve themselves. Once they have received their food they then return to the dining room to eat. One station is a Grab-N-Go station where the midshipmen may grab food to take outside of the facility to consume. The Service Provider shall provide sufficient personnel to support serving from buffet lines, assist replenishment of self-serve lines and for cleaning in and around buffet lines. The personnel will be responsible for sanitation requirements in the Servery common areas and in King Hall. The Service Provider will remain responsible for King Hall table set up and bussing.

Main Staff Table.

The Service Provider shall set-up, service, and clean the main staff table for all tray and plated service meals, or as otherwise required through scheduling. The main staff table is located in the center of King Hall near the anchor. Main staff is utilized for seating of the Commandant and Superintendent, and any VIP visitors. The COR will direct the Service Provider as to the number place settings required for a head table feeding up to a maximum of 20 settings in order to accommodate VIPs. Although the standard method of feeding is tray service, the Service Provider shall serve individual plate service as directed by the COR for VIPs. The Service Provider will supply tasteful centerpieces at the main staff table.

Customer Service Representative.

The Service Provider shall assign a designated employee at each meal to be the point of contact for all customer questions or complaints. The Customer Service Representative (CSR) shall always be tactful and courteous.

Specifically, this Customer Service Representative shall:

- Be visible in King Hall at all times in which customers are consuming meals.
- Greet visitors upon their arrival in King Hall.
- Direct groups of midshipmen or guests to their assigned tables.
- Manage the reservation and assignment of all tables
- Collect meal tickets for all individual visitors to King Hall.
- Maintain a log of any issues that occur and shall pass that information to the COR in a daily report.
- Collect and submit empty seat information to the COR after each meal. *It is suggested that table servers collect this information and supply it to the CSR to ensure accuracy. This information is used for meal production planning.*
- Collect and submit meal acceptability information to the COR

Catering Service for Special Events.

The Service Provider shall supply competent, well-trained, and qualified personnel for servicing these events. Qualified personnel will be familiar with the special function or shall have received specialized instruction in the area of formal mess

attendant services, table service, decorum at formal banquets, general routine, and buffet line service and Servery service. The Service Provider shall be prepared to provide catering service anywhere on the Yard, including USNA sites that are not managed by MFSD.

\* Historically, the contractor has utilized approximately 4560 hours per year to cater to special events.

#### Responsibilities for Special Events.

The Service Provider shall provide servers and support staff as requested by the prime contractor coordinating the entire event. The Service Provider's Special Events Manager shall supervise all wait staff employees. Wait staff shall prepare all tables, chairs, and table pre-sets in advance and shall clean up dining rooms. Specific instructions shall be given per individual events.

#### Levels of Service.

The Service Provider shall be prepared to support the following various levels of service. The MFSD will determine type of service to be used per events, based on priority of event and customer request.

#### Servery and Buffet Service.

Service provided to patrons carrying their own plates through a buffet line.

#### Family-Style Service.

Service provided to tables in the form of bowls or trays containing sufficient rations for a full table and continuing beverage service for refills. Patrons are not served individually by waiters.

#### Attendant Service.

A reception or dinner which requires attendant service throughout the duration of the event.

#### Plate Service.

Service at semi-formal or formal receptions where items are plated in area adjacent to the dining rooms and served individually to patrons. Timely pick-up of emptied plates, beverages and desserts is required.

#### Dining-Ins.

The Service Provider shall be prepared to provide service for one dining-in per academic year to each company of midshipmen. The Service Provider shall maintain a record of company dining-ins catered during each academic year. The Dining-Ins are included in the catering hours.

#### Picnics.

The Service Provider shall provide servers to support 4-5 Brigade-wide picnics. a year. Usually these servers are in lieu of a normal meal in King Hall.

#### Alcohol Restrictions.

The Service Provider may serve alcohol at various events if approved in writing by the Commandant and if directed by the MFSD Director. Alcohol will not be routinely authorized and will not be provided by USNA at all other activities including, but not limited to, picnics, receptions or banquets. The Service Provider shall not serve alcohol to plebes regardless of their age. The Service Provider shall not serve alcohol to midshipmen under the age of 21. The Service Provider must have a designated employee at the event that has successfully completed an approved alcohol awareness training program. Certification must be completed at least every four (4) years. The current approved training program is: Maryland's BEST, Beverage, Education and Server Training is the only responsible alcohol service certification program endorsed by the Restaurant Association of Maryland, and meets the



requirements for responsible alcohol service training in all Maryland local liquor boards.

<http://www.mhef.org/classes/bestalcohol/>

#### Special Event Cleaning.

The Service Provider shall maintain banquet rooms, equipment, and gear used for special events in a clean and sanitary manner.

#### Pre-Event Preparations.

Prior to all special events, the Service Provider shall (in addition to daily cleaning):

- Set up tables and chairs.

Additionally, for special events held in the Chesapeake or Severn Room (for which the Service Provider provides housekeeping services), the Service Provider shall:

- Clean and sanitize restrooms, restocking paper products and soap.
- Vacuum rugs and chairs.
- Clean the foyer.

#### Post-Event Clean-up.

After all special events, the Service Provider shall (in addition to daily cleaning):

- Wash all service ware in scullery.
- Strip tables of linen.
- Vacuum all rugs and chairs.
- Clean tables and chairs.
- Clean scullery machine and strainer.

Additionally, for special events held in the Chesapeake or Severn Room, the Service Provider shall:

- Clean and sanitize restrooms.
- Clean Foyer.
- Return all dirty linen to designated bins.

#### Cleaning Requirements.

The Service Provider is responsible for cleaning all spaces where contract employees have cognizance. This includes the wardroom (King Hall), King's Court (Servery), sculleries, wareroom, contract employee locker rooms, banquet rooms and associated spaces. The Service Provider shall maintain a pristine appearance of all spaces.

For the purposes of this contract, cleaning includes:

- Housekeeping
- Cleaning
- Scullery Operations (Dishwashing)

#### Catered Events.

The Service Provider shall develop a cleaning plan to cover all Government Provided Facilities Equipment and shall submit this to the COR at contract start date. The Service Provider's cleaning plan will include provisions for both daily cleaning and deep cleaning of spaces, to occur during slower operational periods.

#### Housekeeping.

The Service Provider shall furnish daily housekeeping services in the wardroom employee locker rooms and in the all associated banquet rooms and areas. At least 15 days prior to contract start date, the Service Provider shall submit, for approval, to the COR and the Contracting Officer, a proposed schedule for the upcoming quarter,

including the methods, supplies, and equipment required for housekeeping services. The plan shall include a schedule, by space, of the time and day each requirement shall be performed. Housekeeping tasks shall include but are not limited to:

Daily Trash Removal (0800/1500).

Daily Mopping (0800/1500).

Daily Vacuuming (0800/1500).

Daily Dusting (0800).

Monthly Carpet Cleaning (1st week of each month)

Monthly Window Cleaning inside and out (1st week of each month) –Does NOT include cleaning skylights.

Quarterly Drapery Cleaning (1st week of 1st month each quarter).

Daily Cleaning of Restrooms and Locker rooms (0800/1500).

#### Restrooms and Locker Rooms.

Toilets, urinals, and sinks shall be free of dirt, grime, residue and foreign matter. Walls, floors, and partitions shall be free of dirt, grime, residue, and foreign matter. Mirrors and dispensers shall be free of dirt, grime, hand prints and streaks or spots. Trash receptacles shall be emptied as necessary, but at a minimum twice daily.

Paper towels, toilet tissue and soap shall be available at all times.

#### Cleaning.

The Service Provider shall maintain all wardroom spaces, equipment, and gear in a clean and sanitary manner. The Service Provider's cleaning responsibilities in the wardroom and adjuncts can be broken down into cleaning for meals and general cleaning. All cleaning and service of the dining room and adjuncts shall be completed no later than the start of each scheduled meal period and prior to the closing of the dining facility for the day's operation.

\*No specified time for cleaning, as long as cleaning is completed before the start of each scheduled meal period.

#### Wareroom/Dishwashing Room.

The Service Provider shall store clean, sanitized wardroom equipment and tableware in the wareroom and Dishwashing Room (Scullery), an adjunct of King Hall. The Service Provider shall keep the wareroom and Scullery in an orderly and sanitary condition at all times. Cleaned wardroom gear shall be stored at least six inches above the floor in a clean, dry location, in a way that protects it from contamination by splash.

#### Pre-meal Cleaning.

Prior to each meal period, the Service Provider shall inspect the entire wardroom area for cleanliness and proper set-up. All racks, carts, wet floor signs, cleaning gear, -etc. will be removed from the wardroom and staged in the scullery or wareroom prior to the commencement of the meal period. Properly cleaned plates, silverware and glasses shall be free of food residue. All equipment used in staging table pre-sets shall be removed from the wardroom.

#### Post-meal Cleaning.

The Service Provider shall clean and bus all tables following the meal, but not to interfere with patrons still dining. Un-opened reusable foods (pre-packaged cookies, pretzels, chips...) will be collected for re-use and delivered to the issue room personnel or designated area. The Service Provider shall scrape all food matter off plates and silverware and transfer such, along with paper products (napkins and placemats) into a bus pan. The Service Provider shall ensure that all plastic and metal material is removed from bus pans. Properly cleaned tables shall be free of stains and food matter. Condiment containers shall be wiped clean. All bottles and jars and their tops shall be clean of grime. All trash and garbage except for those items listed above will be placed in trash bags that are at

least 1.1ml in thickness. These bags will be leak proof when wet trash is transported. The service provider is responsible for transporting all trash/garbage, placing into appropriate dumpster, and all cleaning in the trash/pulper room. The Service Provider shall collect all tablecloths and napkins after use, using proper laundry type bags vice plastic trash bags (that promote mold growth). Table cloths will be deposited in a specified location for laundry pick up. After scullery cleaning, the Service Provider shall return cleaned items to proper storage areas. The Service Provider will inspect the wardroom for proper clean-up following each meal.

#### Trash, Garbage, and Recycling

MFSD is USNA's largest source of trash, therefore, the Service Provider shall comply with all USNA instructions regarding trash and garbage waste. The Service Provider shall provide all trash and garbage service for all MFSD operations.

##### Trash Removal.

The Service Provider shall remove all garbage and trash cans from all areas in the dining facility and transport to the garbage area after each meal period. The Service Provider shall pulp all food waste using the pulping machines and ensure that pulping equipment is left cleaned at the end of each work day. The Service Provider shall thoroughly clean garbage containers and covers with hot water and detergent daily. The hot cart Pantry area to include the ramp, and trash room and all of its equipment shall be cleaned by the Government at the end of each meal and the Service Provider shall ensure the carts are placed back into this space in an orderly manner. The Service Provider shall also ensure that trash is properly transported from the trash room to the garbage disposal area (dumpsters).

\* All wet garbage will be pulped. No wet trash will be placed in dumpsters.

#### General Cleaning of King Hall and Pantry Areas.

General cleaning tasks include sweeping, mopping, vacuuming, dusting, removing trash and garbage, cleaning doors, windows and sills, and cleaning walls. King Hall skylights are NOT included as a Service Provider service. This is to include all granite and wood veneer inlays. General cleaning shall not be performed during scheduled meal serving periods. The Service Provider shall spot clean all walls, baseboards, doors and door frames daily to remove all smudges, stains, spillage and splashes, and prevent accumulation of dust and dirt. Mold and mildew shall not be permitted to build up or remain on walls in high moisture areas. The Service Provider shall clean hot carts, cold and hot buffets, coffee bars as well as the milk reefers in King Hall and the reach-in refrigerators in each pantry on a daily basis and rotate milk, yogurt... using the first in, first out method. All hot-carts will be cleaned daily to be free of food debris and spills. Cleaning of hot carts will not interfere with the loading of hot carts.

#### Ice Machines.

The exterior of ice machines shall be wiped daily to remove soil and smudges. The inside of bulk ice machines shall be cleaned and sanitized during the first weekend of each month. Cleaning/Sanitizing will be documented by the Service Provider and verified by a QAE. This documentation will be held on file for 12 months by both the Service Provider and QAE. The ice shall be removed monthly prior to cleaning (or whenever determined contaminated), and the entire machine--inside and out--shall be cleaned and sanitized. Ice scoops shall be stored in mounts attached to the side of the machine. Ice scoops shall never be left inside the ice bin. This clause applies to all ice machines within the wardroom, banquet rooms and the galley. USNA provides biological testing of ice and storage bins.

#### Dishwashing.

The Service Provider shall be responsible for washing all dishware and utensils utilized in King Hall, in the galley and at all Banquets. Dishware and utensils will be scraped and rinsed/soaked prior to placement in the dishwasher. The Service Provider will ensure that only food is scraped into disposals. The Service Provider will enforce all safety

procedures in regards to dishwashing equipment. After each meal, the Service Provider shall clean dishwashing machines as per current sanitary regulations. The Service Provider shall follow standard operating procedures and cleaning as outlined in the manufacturer's instruction manual. At the end of each work day, the Service Provider shall contact the Government QAE and both will conduct an inspection of the dishwashing room (Scullery) and equipment.

#### Proper Temperatures.

The Service Provider shall pre-wash, wash, rinse, and final rinse all tableware using provided potwash machines. Wash temperature shall be 150 to 160 degrees F, rinse temperature shall be 160 to 180 degrees F, and final rinse temperature shall be 180 to 195 degrees F (or follow the most current sanitary guidelines). The Service Provider shall continually monitor temperatures of all potwash machines throughout their operation and note any discrepancies to the QAE. If necessary, a chemical sanitary solution may be applied during the final rinse phase if proper temperatures cannot be reached. If for some reasons proper temperatures cannot be maintained a heated 3 compartment sink will be utilized for manual dishwashing.

#### Dishwashing Equipment Cleaning.

The Service Provider shall thoroughly drain and clean equipment/sinks at the end of each meal, in accordance with the manufacturer's instruction manual. Machines shall be de-scaled, as necessary and on a weekly basis. Dishwashing machines shall have the curtains, spray arms, trays, and other removable parts removed, cleaned, and air-dried. The removable parts and the interior surfaces shall be free of grease, foreign matter, and smudges. Exterior surfaces shall be wiped clean after each meal. All drains shall be kept clean of food particles and debris and shall be covered with filters, covers or screens. Nothing will be washed into the drain while filters, covers, or screens are removed. Drains stopped up with foreign matter (bottle caps, food, grease...) will be repaired by the Government however the costs of these repairs will be reimbursed by the Service Provider. Note: Grease from food products will be disposed of as directed by current local regulations and Government guidance. The amount of gear to be cleaned will be proportionate to the workload in TE-1. Scullery operations shall include the dishwashing of all wardroom tableware and serving gear. Four large scullery machines are located in the Scullery adjoining King Hall. The Banquet Kitchen has its own scullery. The galley has its own potwash. The Service Provider shall ensure that scullery machines are operated by trained personnel only. The Service Provider shall use appropriate cleaning agents. The Service Provider will ensure compliance with standard operating procedures and cleaning as outlined in the manufacturer's instruction manual and reference (a). At the end of the day, the Service Provider shall contact the Government QAE and both will conduct an inspection of the scullery room and equipment. Glasses, ice scoops, and flatware will be washed in separate dishwashing machines from all other tableware. After each meal, the Service Provider shall clean scullery decks and mop dry. Wardroom scullery operations shall not occur when meals are being served in the dining room.

#### Recycling.

The Government will provide equipment to assist in recycling. The Service Provider will **not** be responsible for maintenance or repairs of the equipment. The Service Provider shall recycle the following items, which will be picked up from recycling receptacles in the 5th wing courtyard by the USNA Recycling Office:

- Cardboard shall be placed in disposal area)
- Grease (currently in 50 gl drums)

#### Disposal Area.

The Service Provider shall deliver all trash and garbage into government provided receptacles located at the loading dock in the 5th wing courtyard. The Service Provider shall police the trash and garbage disposal area, including the grounds and access routes at least three times per day (times to be directed by COR) and as needed

to maintain the area clean, free of trash, litter, and debris. The Government shall empty the dumpsters in the 5th Wing courtyard outside the loading dock six days a week.

USNA Recycling Point of Contact.

USNA Recycling Office

Naval Station

#89 Benning Road

Annapolis, MD 21402-5071

(410)-293-9202

Planning, Management, and Administration;

The Project Manager will be supplied with one computer and log-on/email credentials.

The Service Provider will maintain and supply his own information technology equipment to include computers and electronic mail addresses in order to perform and communicate any other requirements.

Customer Feedback.

The Service Provider shall collect feedback from customers via (1) an email account provided by the government and (2) paper comment forms available to customers in the dining hall provided by the Service Provider.

Use of Government Provided Facilities.

Contractor will provide the following plans after contract award, as described within the SOW:

- Scheduled Cleaning plan
- Safety and Security Plan
- Medical Record Maintenance
- Training Plan
- Property Control System
- Proposed Housekeeping Schedule

(End of Summary of Changes)